

# How to File a Critical Illness Claim



## Simple, easy, convenient

To improve your claims experience, your employer has contracted with Reliance Standard Life Insurance Company and Matrix Absence Management to administer your Critical Illness claims. This document explains how to file a Critical Illness claim.

### HOW TO REPORT A CLAIM

Timely reporting of your claim is critical for approval of your benefits. It's easy to file a claim 24/7/365 via mobile app, web, or by phone (see Step 1 below). Just take the following steps:

<b>STEP 1:</b>	<b>POLICY NUMBER VCI 850101</b>  When asked you should identify yourself as an employee of the Iowa State Association of Counties. There are three options to file a claim: <ul style="list-style-type: none"><li>• Download the Matrix Mobile App using the QR code provided; or by searching Matrix eServices Mobile in your smartphone or tablet's app store (iOS or Android). Detailed instructions on how to file a claim via the app are on the back of this flier.</li><li>• On the Internet at <a href="http://www.matrixabsence.com">www.matrixabsence.com</a> (If you're accessing our web portal for the first time, you will need to set up an account)</li><li>• You can call (877) 202-0055 (Be ready to provide your personal, job, illness/injury and provider information). <b>If filing telephonically, please identify yourself as an employee of the Iowa State Association of Counties.</b></li></ul>
<b>STEP 2:</b>	Submit timely any requested documentation from your Claims Examiner for claim processing.



ANDROID

iOS

### WHAT TO EXPECT NEXT

- 1) Based on your selected method of claim filing, you will receive a confirmation that your claim has been filed successfully. If filing using the Mobile App or Electronic eFiling options, an electronic confirmation will be provided at the end of the filing process. If filing your claim telephonically, our Customer Care Specialist will confirm at the conclusion of the call.
- 2) Your claim will be moved into a pending status as the claim works through the review process.
- 3) For a Critical Illness, your Claims Examiner will contact you via a phone call and/or written letter within 5 business days to review next steps. You may be requested to provide additional medial information, enrollment detail and/or paperwork to complete your claim. Once all the pertinent information has been obtained, we will make a claim determination regarding your request based on the plan definition as outlined in the policy.
- 4) Your Claims Examiner will notify you via a phone call and letter. If your Critical Illness Claim has been approved the payment will be issued via check or ACH, this option is selected by you.



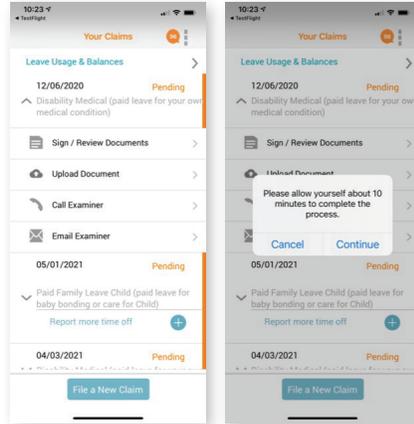
[www.reliancestandard.com](http://www.reliancestandard.com)

Earnings and eligibility are defined per the policy and/or the summary plan description filed with and/or by your employer. This document is only a guide. All claim decisions will be made in accordance with the applicable policy or plan provisions. Reliance Standard Life Insurance Company is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products and services are provided through First Reliance Standard Life Insurance Company, Home Office: New York, NY.

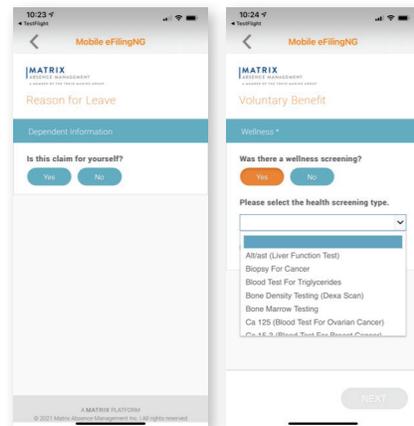
# Filing a claim using the Matrix Mobile App puts everything you need at your fingertips.

**Step 1:** Simply download our Mobile App from the provided QR Codes or visit your Mobile App store, set up your account and you're in!

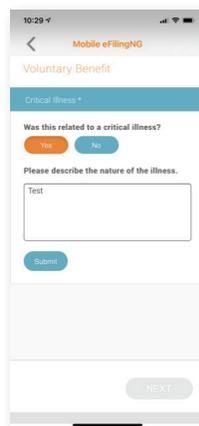
**Step 2:** Click **File a New Claim** to start the process and we'll walk you through the rest.



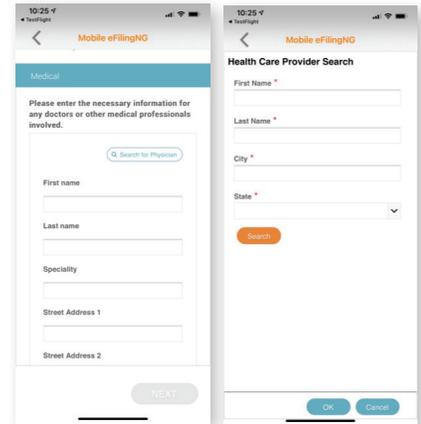
**Step 3:** Our App will guide you step-by-step based on the type of claim you are filing for using a series of brief questions.



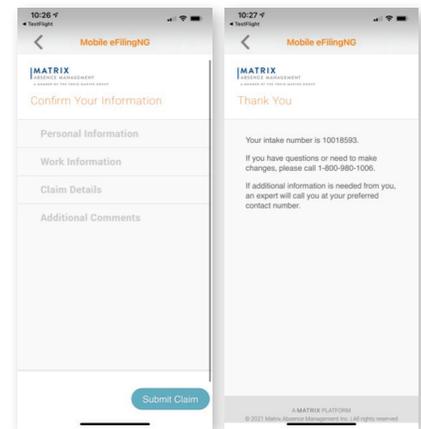
**Step 4:** This is where you select the Critical Illness claim type. You will need complete the questions asked to move forward.



**Step 5:** We will need some information from you to finalize your claim. Rest assured we have tools to assist you. If you need help finding your provider information **Health Care Provider Search Tool** is here to help.



**Step 6:** Once you've completed these steps simply hit **Submit Claim** at the bottom of the screen and you will receive a confirmation statement from us. Congratulations! Your Mobile filing process is completed.



If you would like to take advantage of one of our other available filing methods, you can visit our Matrix eServices website at [www.matrixservices.com](http://www.matrixservices.com) and/or contact us at **(877) 202-0055** — 24 hours a day, 7 days a week — and one of our Customer Care Specialists will guide you through the claim filing process.

For questions about what comes next, please refer to the bottom of the first page.